Products...As-Is...Business Line...Training and Education

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1. Training and Education

The major functions within this business line are the five items denoted in the major circle of Human Resource Management (HRM) Organizations. This diagram shows the major stakeholders and some of the relationships between those stakeholders, HRM Organizations, and their denoted functions.

Scroll down for descriptions of objects shown in this diagram. Clicking over a function name can directly bring up related process diagrams and activity descriptions.

Links to Z11 (listed alphabetically)	
Name	Description
Acquisition and Materiel Management Services	Various logistics support services for the benefit of internal VA organizations. These include procurement, inventory management and delivery.
Administrative Services	Administrative services for people and groups within the VA organization.
Agency Funding Requests	Budget proposals and other forms of requests for funding that VA sends to Congress and other funding approval bodies.
Agency Reports	Standard and ad-hoc reports about VA operations that are prepared and submitted to external organizations and oversight groups.
Agreements and Contracts	Formal agreements and contracts with parties outside VA .
Contracted Services	Enterprise contractual service resources provided by organizations external to VA.
Financial Services	Enterprise financial services for people and groups within the VA organization.
Human Resources	VA employees and contractors that comprise the

	personnel pool under VA .
Internal Information Technology Services	Internal enterprise information technology services for people and groups within the VA organization.
Official Government Guidance	Government circulars and other official guidance from external organizations that affect VA's operations.
Personnel Services	Internal enterprise personnel services for people and groups within the VA organization.
Physical Products	Physical output products intended for people and groups within the VA organization.
Requests for VA Actions	Information contained in requests for VA action coming from sources external to VA .
Training Services	Training and other skills development services available to veterans and other program beneficiaries, service partners, and other entities outside the VA organization.
VA Program Funds	Monetary resource products from external sources for use in funding VA programs.

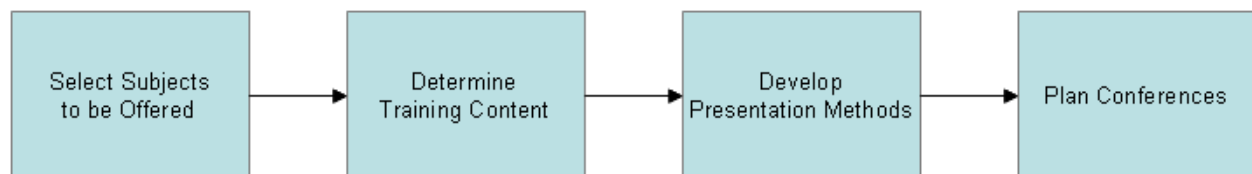| Links to Z12 (listed alphabetically)	
Name	Description
Learning and Content Management	Learning and Content Management focuses on the development of educational and training materials.
Learning Delivery	Learning Delivery involves the delivery of learning materials via electronic media.
Managing Employee Development	Managing Employee Development includes activities associated with managing learning opportunities and training development for employees.
Personal Information and Tracking	Personal Information and Tracking (Training) Management involves managing personal training

	information.
Training Cost Management	Training Cost Management involves the control and accounting of costs incurred in implementing employee training programs.

Links to Z14 (listed alphabetically)	
Name	Description
Contractors	Individuals or organizations outside of VA that work for the Department under any of the various types of contractual arrangements or fee structures.
Government Policy Makers (Owners)	A category of VA stakeholders. Stakeholders falling under this category possess the authority to create and enforce major government policies and regulations that affect the Department of Veterans Affairs.
Managers	VA employees who plan, lead, organize, and control the operations of a well-defined VA organizational unit.
Workers	Non-managerial VA personnel.

Links to Z22 (listed alphabetically)	
Name	Description
Learning and Content Management	Learning and Content Management focuses on the development of educational and training materials.
Learning Delivery	Learning Delivery involves the delivery of learning materials via electronic media.
Managing Employee Development	Managing Employee Development includes activities associated with managing learning opportunities and training development for employees.

Personal Information and Tracking	Personal Information and Tracking (Training) Management involves managing personal training information.
Training Cost Management	Training Cost Management involves the control and accounting of costs incurred in implementing employee training programs.

1.1. Learning and Content Management

Reference(s):

- T and E Learning and Content Management.html

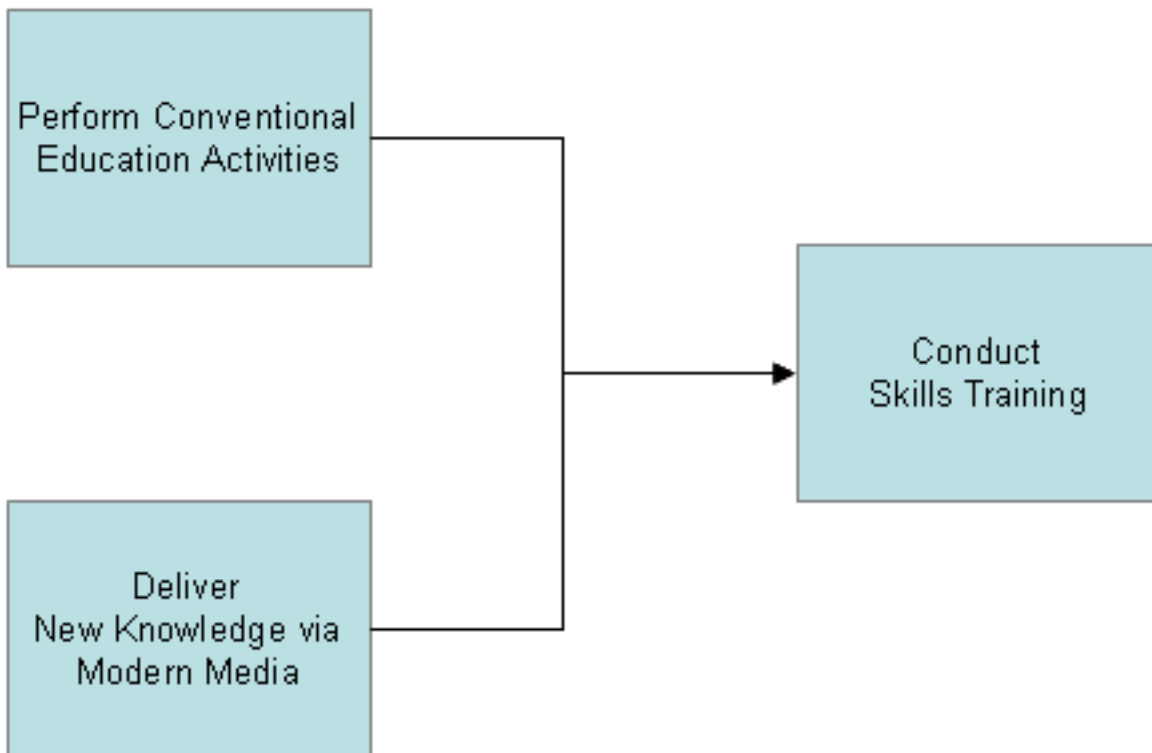| Links to Z22 (listed alphabetically)	
Name	Description
Determine Training Content	Gather course materials for use internal trainings. Check the accuracy, currency, and completeness of the information gathered. Evaluate training packages offered by outside training organizations.
Develop Presentation Methods	Test alternative modes of delivery. Identify the most effective mode or medium for each training course.
Plan Conferences	Plan the logistics of training conferences. Develop systems for accepting and processing conference registrations.
Select Subjects to be Offered	Identify subjects that may be in demand among employees. Analyze official training guidelines and determine which subjects can have more impact on employees in terms of improved work performance.

1.2. Managing Employee Development

Reference(s):

- T and E Managing Employee Development.html

Links to Z22 (listed alphabetically)	
Name	Description
Determine Employee Training Needs	Analyze employee-training histories and identify courses that need to be taken by individual employees based on the official training guidelines.
Identify Learning Opportunities for Employees	Determine if specific employees can be enrolled in upcoming training sessions offered either within or outside VA.

1.3. Learning Delivery

Reference(s):

• T and E Learning Delivery.html

Links to Z22 (listed alphabetically)	
Name	Description
Conduct Skills Training	Conduct skills training via formal courses or on-the-job training programs.
Deliver New Knowledge via Modern Media	Conduct computer-based training, web-based training, satellite (video and audio), and other technology-enabled training courses for VA employees nationwide.
Perform Conventional Education Activities	Conduct conventional classroom instruction sessions.

1.4. Personal Information and Tracking

Reference(s):

• T and E Personal Information and Tracking.html

Links to Z22 (listed alphabetically)	
Name	Description
Assess Individual Progress Resulting from Training and Education	Track individual progress in relation to training and education received. Assess improvements in work efficiency of individuals because of education and training.
Maintain Individual Training Records	Maintain up-to-date employee training histories including information on courses taken, dates of attendance, completion date, certificates received, and other training information.

1.5. Training Cost Management

Reference(s):

- T and E Training Cost Management.html

Links to Z22 (listed alphabetically)	
Name	Description
Account for Training Expenses	Update accounting records for training expense accounts.
Acquire Training Funds	Acquire funding for education and training programs. Prepare training budgets.
Prepare Training Expense Reports	Prepare and disseminate periodic training cost reports.